

## MEMORANDUM

TO: Vermont Mental Health Performance Indicator Project  
Advisory Groups and Interested Parties

FROM: John Pandiani  
Bill Bagdon

DATE: July 2, 1998

RE: A Composite Measure of Access to CRT Programs in Vermont

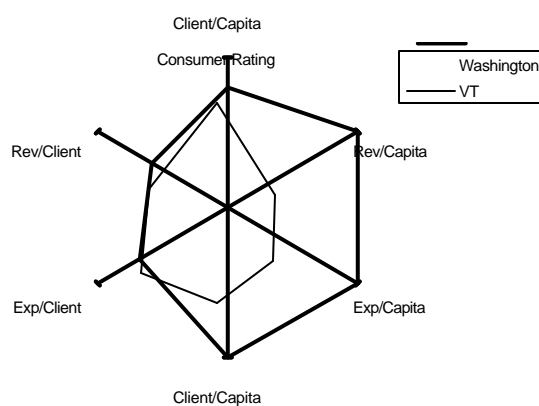
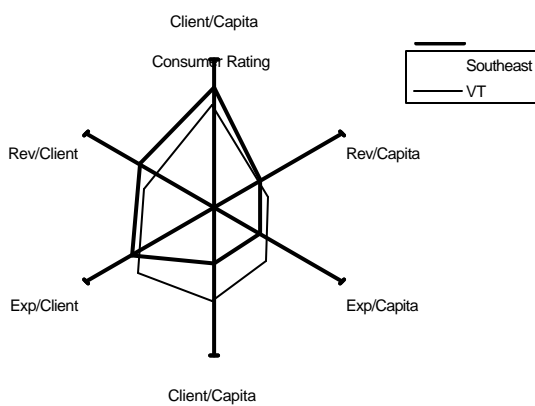
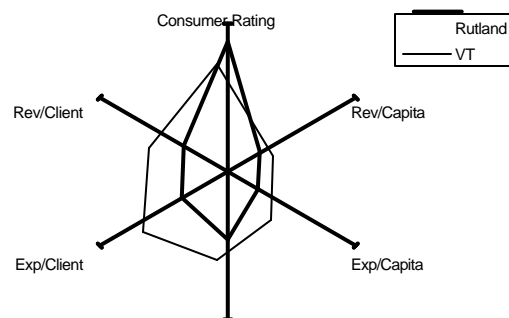
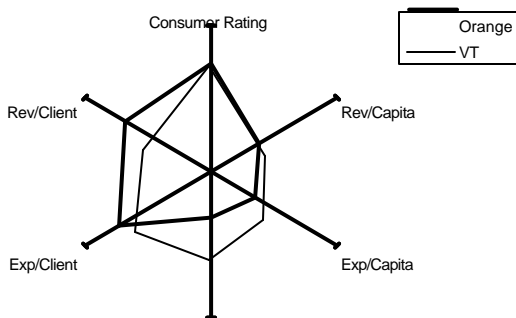
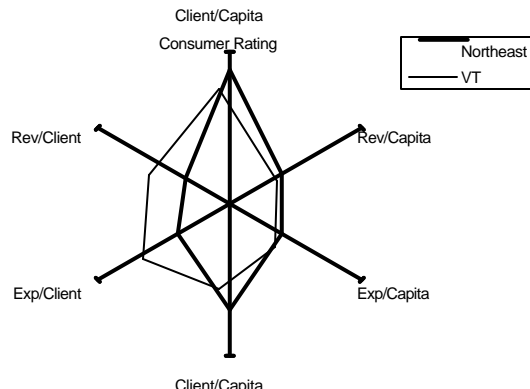
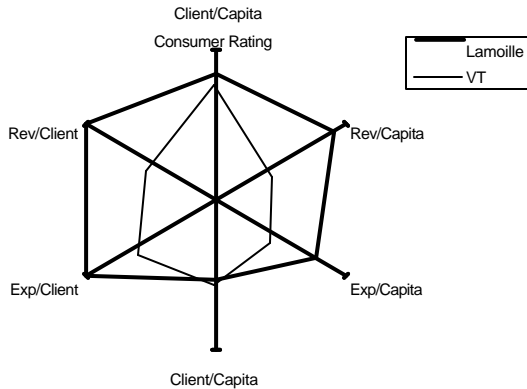
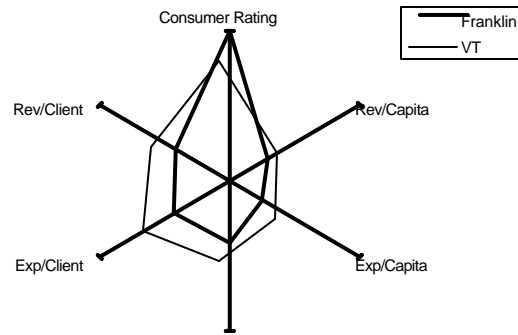
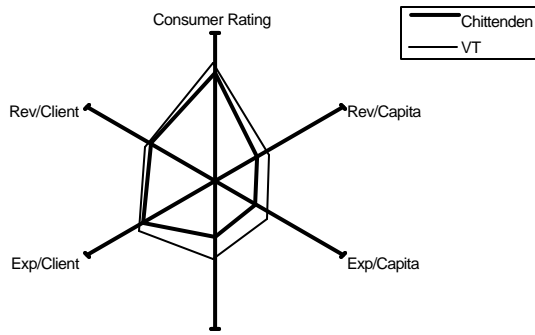
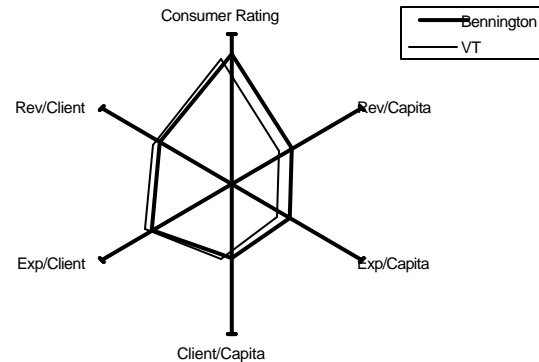
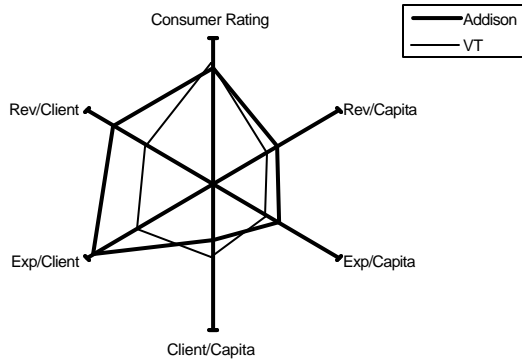
The attached graphs and tables present a composite picture of the various measures of access to CRT services that we have distributed over the past few months. The indicators that are presented include consumer ratings of access to care, revenue and expenditures per capita, clients served per capita, and revenues and expenditures per client.

The results are presented in the "star diagram" format that we experimented with last year. For purposes of this presentation, all measures were converted to a standard scale of 1 through 100 where 100 is equal to the highest value in the state for the particular measures. The value at the intersection of the axes is zero, the value at the end of each axis is 100. The dark line represents the scores for each CRT program. The pale line represents the statewide average for each measure.

The last column on the table is the average access score for all six measures being examined here. As you will see, Washington and Lamoille have the highest average access scores (85 and 84, respectively) while Rutland has the lowest (42) followed by Franklin and Chittenden (47 each).

I look forward to your comments about the results of this analysis and the way in which the data are presented. Please send you e-mail to [pip@ddmhs.state.vt.us](mailto:pip@ddmhs.state.vt.us), or give one of us a call at 802-241-2639.

# SIX MEASURES OF ACCESS COMMUNITY REHABILITATION AND TREATMENT PROGRAMS: FY1997



This chart is based on data reported in DDMHS FY1997 Wide Book, Factbook and results from a consumer satisfaction survey. For the purpose of graphical presentation, all measures were standardized to a scale of 0-100, where 100 is equal to the greatest observed value for each dimension. The value at the intersection of the axis is 0. The value at the end of the axis is 100. Actual values may be obtained from the DDMHS FY 1997 Wide Book and the consumer satisfaction survey.

**SIX MEASURES OF ACCESS  
TO COMMUNITY REHABILITATION AND TREATMENT PROGRAMS IN VT: FY 1997  
(Actual Value and Percent of Statewide Maximum Value)**

<i>CMHC</i>	<u><i>Consumer Rating</i></u>		<u><i>Revenue/Capita</i></u>		<u><i>Expenditures/Capita</i></u>		<u><i>Client/Capita</i></u>		<u><i>Expenditures/Client</i></u>		<u><i>Revenue/Client</i></u>		<u><i>Avg.</i></u> <u><i>% of Max</i></u>
	<u><i>Score</i></u>	<u><i>% of Max</i></u>	<u><i>(\$)</i></u>	<u><i>% of Max</i></u>	<u><i>(\$)</i></u>	<u><i>% of Max</i></u>	<u><i>(\$)</i></u>	<u><i>% of Max</i></u>	<u><i>(\$)</i></u>	<u><i>% of Max</i></u>	<u><i>(\$)</i></u>	<u><i>% of Max</i></u>	
<b>Statewide</b>	<b>0.77</b>	<b>83</b>	<b>46</b>	<b>44</b>	<b>45</b>	<b>42</b>	<b>7.2</b>	<b>49</b>	<b>6152</b>	<b>58</b>	<b>6406</b>	<b>52</b>	<b>55</b>
Addison	0.73	79	54	51	55	52	5.6	38	9916	94	9771	80	66
Bennington	0.80	87	50	47	47	44	7.4	50	6422	61	6796	55	57
Chittenden	0.67	73	34	32	33	31	5.6	38	5847	55	6082	50	47
Franklin	0.92	100	31	29	27	26	6.2	42	4463	42	5019	41	47
Lamoille	0.77	84	96	90	82	78	7.8	53	10561	100	12248	100	84
Northeast	0.81	88	41	39	42	40	10.2	69	4119	39	4047	33	51
Orange	0.68	74	40	38	36	34	4.7	32	7661	73	8472	69	53
Rutland	0.81	88	27	26	25	24	6.7	45	3747	35	4080	33	42
Southeast	0.75	82	39	37	37	35	5.6	38	6713	64	7057	58	52
Washington	0.74	80	106	100	106	100	14.7	100	7206	68	7179	59	85